What is an auto attendant?

📄 39   📅 Fri, Feb 2, 2024   📁 Account Administration

Question

What is an auto attendant?

Answer

Auto Attendants are used for dynamic call routing based on the caller's input. In most cases the main phone number will have a destination that points to an Auto Attendant. From the auto attendant tab you will be able to create an Auto Attendant using ➕ Add AA. Existing Auto-Attendants can be edited using 📝 and 🗑.

	Press this button to create a new Auto Attendant. This will take you to the **Create New Auto Attendant** page.
Name	Name to be given of the new Auto Attendant.
Auto Attendant Extension	The extension provided for the Auto-Attendant. The first one created will typically be 9500. Auto Attendants should always have an extension with 95XX.
Phone Numbers	Displays the phone numbers that are pointing to the Auto Attendant.
Actions	Buttons to 📝 and 🗑 the auto attendant. 📝 will take you to the **Update Auto Attendant** page to update the Auto Attendant Information.

Applies To

MAXvoice
Call Flow